

Transcript: Justin

Mills-6188124097429504-4955127771774976

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, my name is Deanna Crawford. I think I received a phone call from you Friday, um, something dealing with the, um, the coverage for the Employee Plus for my spouse, said I didn't put my spouse down. I didn't- because it was for the- on behalf of the OnTrack Staffing. Yeah, so we were just confirming, um, if we, if you wanted Employee Plus Spouse or employee-only coverage. But let me try pulling your file for you. Uh, OnTrack Staffing, you said? Yes, yes. And what's the last four of your Social? 5885. And what was your last name, Deanna? Crawford. Okay. And for security purposes, could you verify the home address, including city, state and zip code? 65 Ellie Jay Drive, Buena Vista, Georgia 31803. And confirm your date of birth? 12/16/1969. And a good telephone number has 229-342-080? Yes, that's it. And the email it has is deannacrawford69@yahoo? Yes. Okay. So, let's see here. So yes, so I do see there was an outbound call on Friday regarding missing spouse information, so we were just trying to obtain that. So, were you wanting Employee Plus Spouse, uh, coverage? Yes. Yes. Okay. So, let me go ahead and make that change for you. I apologize for that. No worries. We're all human. It's okay. Let's see here. Free Rx, dental vision, VIP Standard, no kind of VIP Standard, free Rx, dental vision. So, doing the Employee Plus Spouse coverage or VIP Standard, which was the medical plan, uh, free Rx, dental and vision all for Employee Plus Spouse would make your total deduction \$51.83 a week. Do you authorize, um, OnTrack Staffing to make that deduction for you? Yes. Okay, so we'll go ahead and save that. And add your spouse's information. What's your spouse's first name? Jesse. It's spelled J-E-S-S-E. Same last name? Same last name. Okay. And his Social? It's 260-08-8276. Just to confirm, 260-08-8276? Yes. Okay. And his date of birth? October 14th, 1963. Okay. So, I went ahead and added Jesse down as your dependent for you, but is there anything else I can help you out with today, Deanna? No, that's going to be all. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? And you too, and thank you so much. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Um, my name is Deanna Crawford. I think I received a phone call from you Friday, um, something dealing with the, um, the coverage for the Employee Plus for my spouse, said I didn't put my spouse down. I didn't- because it was for the- on behalf of the OnTrack Staffing.

Speaker speaker_1: Yeah, so we were just confirming, um, if we, if you wanted Employee Plus Spouse or employee-only coverage. But let me try pulling your file for you. Uh, OnTrack Staffing, you said?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: And what's the last four of your Social?

Speaker speaker_2: 5885.

Speaker speaker_1: And what was your last name, Deanna?

Speaker speaker_2: Crawford.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker_2: 65 Ellie Jay Drive, Buena Vista, Georgia 31803.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 12/16/1969.

Speaker speaker_1: And a good telephone number has 229-342-080?

Speaker speaker_2: Yes, that's it.

Speaker speaker_1: And the email it has is deannacrawford69@yahoo?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, let's see here. So yes, so I do see there was an outbound call on Friday regarding missing spouse information, so we were just trying to obtain that. So, were you wanting Employee Plus Spouse, uh, coverage?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Okay. So, let me go ahead and make that change for you. I apologize for that. No worries. We're all human. It's okay. Let's see here. Free Rx, dental vision, VIP Standard, no kind of VIP Standard, free Rx, dental vision. So, doing the Employee Plus Spouse coverage or VIP Standard, which was the medical plan, uh, free Rx, dental and vision all for Employee Plus Spouse would make your total deduction \$51.83 a week. Do you authorize, um, OnTrack Staffing to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so we'll go ahead and save that. And add your spouse's information. What's your spouse's first name?

Speaker speaker_2: Jesse. It's spelled J-E-S-S-E.

Speaker speaker_1: Same last name?

Speaker speaker_2: Same last name.

Speaker speaker_1: Okay. And his Social?

Speaker speaker_2: It's 260-08-8276.

Speaker speaker_1: Just to confirm, 260-08-8276?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And his date of birth?

Speaker speaker_2: October 14th, 1963.

Speaker speaker_1: Okay. So, I went ahead and added Jesse down as your dependent for you, but is there anything else I can help you out with today, Deanna?

Speaker speaker_2: No, that's going to be all.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: And you too, and thank you so much.

Speaker speaker_1: You're welcome. Bye-bye. Bye-bye.